



#11A
WAL

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial #: 471 09/417,777
Applicant: Christopher Sachse
Filed: 12/23/1999
Title: CONTROLLING DATA COLLECTION, MANIPULATION AND STORAGE ON A
NETWORK WITH SERVICE ASSURANCE CAPABILITIES (as presently amended)

TC/AU: 2172
Examiner: Corrielus, Jean M.
Docket #: 060021-331301

CERTIFICATE OF MAILING

I hereby certify under 37 CFR § 1.8 that this correspondence is being deposited with the U.S. Postal Service as First Class mail and is addressed to "Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" on May 5, 2004.

Ann Pommier
Ann Pommier

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

MAY 14 2004

Technology Center 2100

RESPONSE

In response to the Office action mailed 5 December 2003, please consider the following remarks.